

Trends in Community Needs Illustrated by Demand for CSP Services



**Department of Neighborhood and
Community Services
Fairfax County, VA**

Update: FY 2012, 1st Quarter

12/7/2011

Coordinated Services Planning (CSP)



- ❖ Coordinated Services Planning (CSP) was established in the mid-1990s to handle urgent human services-related situations and provide simplified, efficient, and coordinated access to community-based as well as public human services through an advanced system of social work services delivered in a call center environment.
- ❖ CSP Coordinators assess individual and family situations over the telephone and develop an integrated service plan to connect residents with personal, community-based, and public services and resources that meet their basic (food, clothing, shelter, health care, etc.) and other immediate needs.
- ❖ As an important “front door” to the human services system, CSP is well positioned to capture important trend information relative to a broad range of needs of vulnerable individuals and families and the human services system’s overall capacity to meet those needs.

Data Collected by Coordinated Services Planning



- ❖ Data collected by CSP is used to manage performance and to analyze trends in service demand. We collect:
 - ❖ Call data: Tracks the volume of incoming calls and our ability to respond in a timely manner
 - ❖ Contact data: Tracks the topics of incoming calls and caller requests
 - ❖ Case data: Tracks the volume, service plan objectives, and outcomes for callers we assist in meeting basic needs
- ❖ We have collected these data for more than 10 years as part of the service delivery process and are able to use the data to illustrate the impact of the current economic situation on those most in need.
- ❖ All three of our major data categories (call volume, basic needs contacts, and creation of new cases) increased significantly during the economic downturn, but have leveled off in the past six months.

CSP Call Volume Data

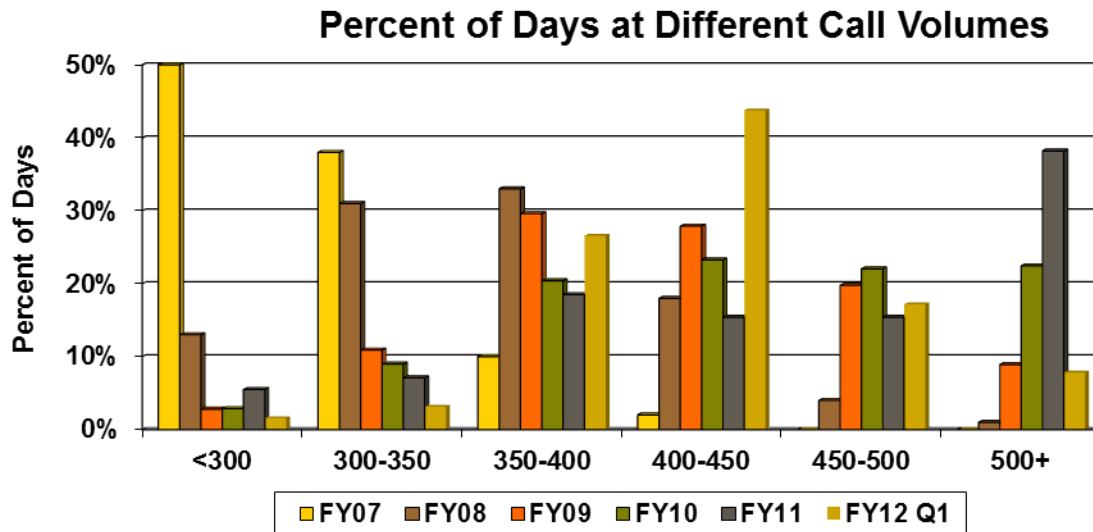


❖ Call Data

- ❖ While seasonal fluctuations are normal, prolonged high volume of incoming calls to CSP is an indicator of economic stress in the community.
- ❖ Total incoming call volume in the first quarter of FY 2012 is steady at about 9,000 calls per month, similar to the last half of FY 2011, but down by 25% from the peak in the first half of FY 2011.
- ❖ Callers to CSP in the first quarter of FY 2012 experienced an average wait time of just 50 seconds to reach a coordinator. This quick response time continues the trend begun in the last part of FY 2011 as a result of decreased call volume and adjustments in staffing patterns.

CSP Call Volume Data

- ❖ Calls to CSP have increased dramatically over the course of the economic downturn. Days with over 400 calls were rare in FY 2007, but by FY 2011, high volume days were the norm, with CSP receiving 500+ calls on 40% of days.
- ❖ Average daily call volume has increased steadily from an average of 297 per day in FY 2007 to 418 per day in the first quarter of FY 2012. Call volume peaked in the fall of FY 2011 with over 600 calls a day.



CSP Contact Data

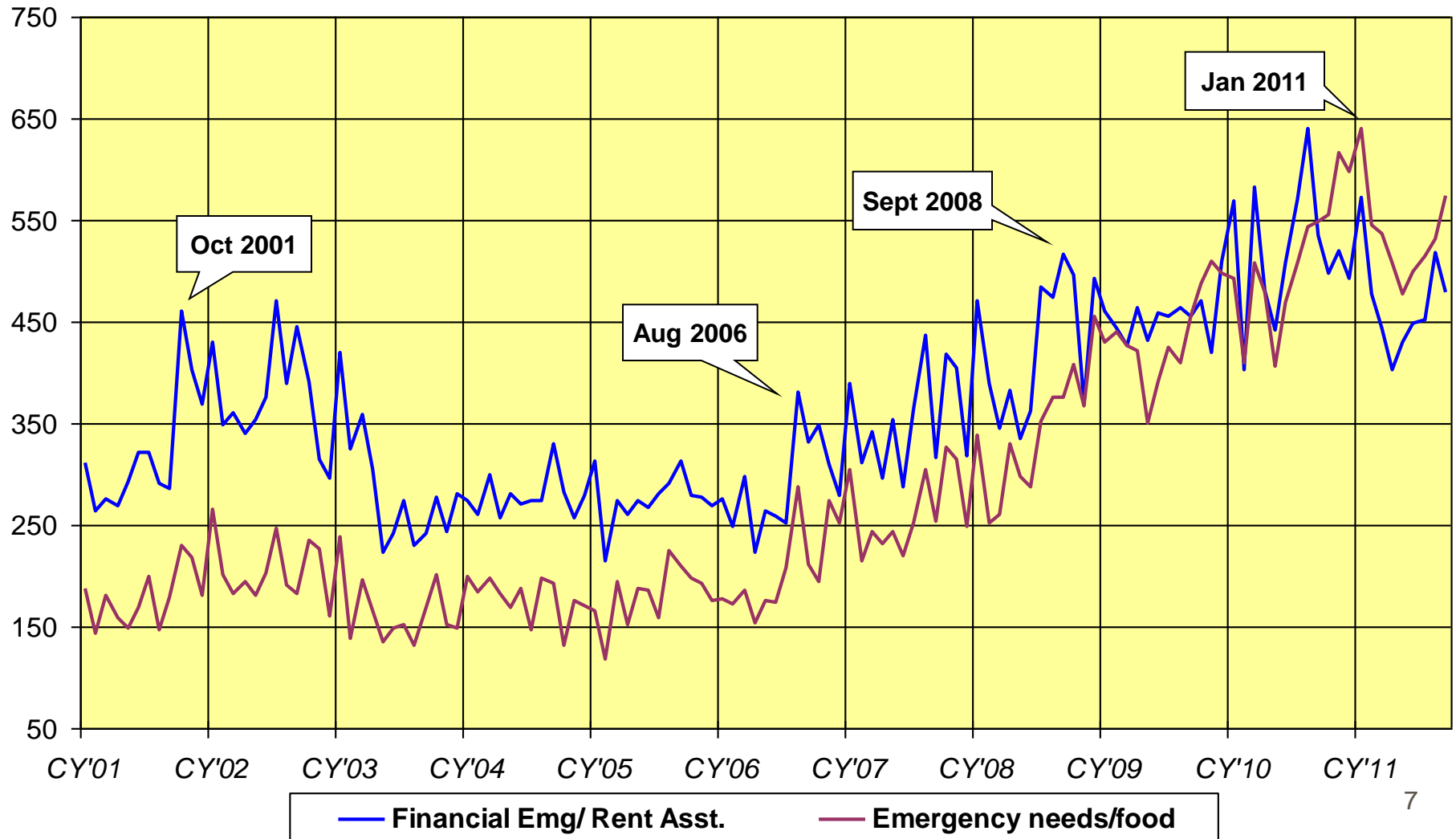


❖ Contact Data

- ❖ CSP workers record the topics of each call to 222-0880, whether the caller receives information only or more intensive services.
- ❖ Contact topics provide a broad, timely snapshot of particular needs in the community, such as food or housing assistance.
- ❖ Since August 2006, we have experienced a prolonged increase in the number of requests to CSP. For emergency housing payment assistance, the increase has continued longer than the 18 month spike after 9/11.
- ❖ Requests for emergency food assistance have increased dramatically, with nearly 6,574 food requests in FY 2011, compared with 2,800 requests in FY 2007. In January 2011 alone, CSP received 640 requests for emergency food, the most ever received in one month.

Emergency Rent & Food Requests to CSP

Jan 2001 – Sept 2011

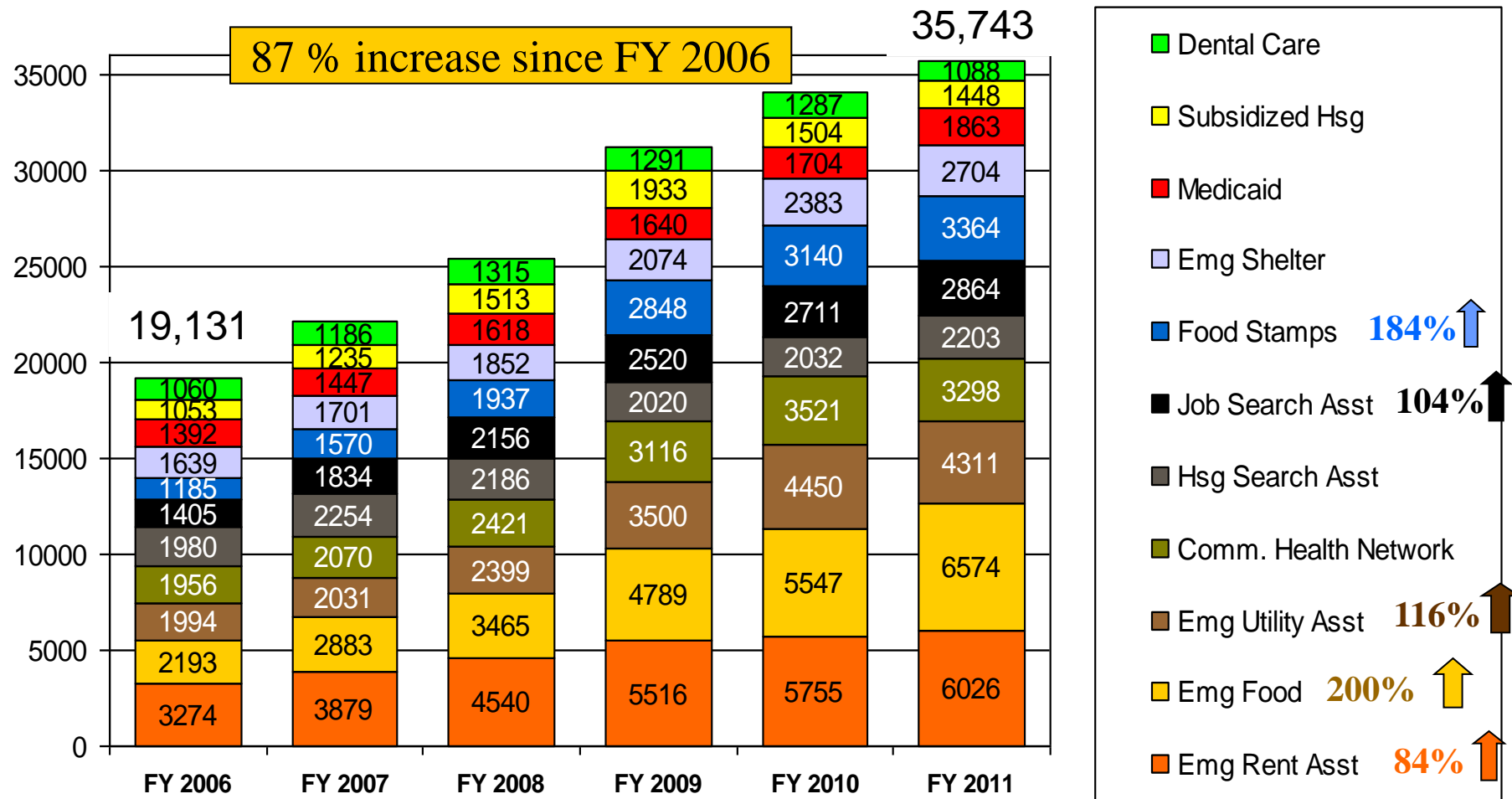


“Top Eleven” Contact Topics



- ❖ The following chart shows the “Top 11” topics requested by CSP callers over the past five years. The “Top 11” consistently represent just over half of all specific requests.
- ❖ Overall, there has been an 87% increase in requests for the “Top 11” since July 2006. Our population has grown by less than 1% in the same timeframe.
- ❖ Topics with the largest increase in requests include emergency food and food stamps, emergency utility assistance, and job search assistance.

“Top 11” CSP Contact Topics (FY06–FY11)



CSP Case Need Data

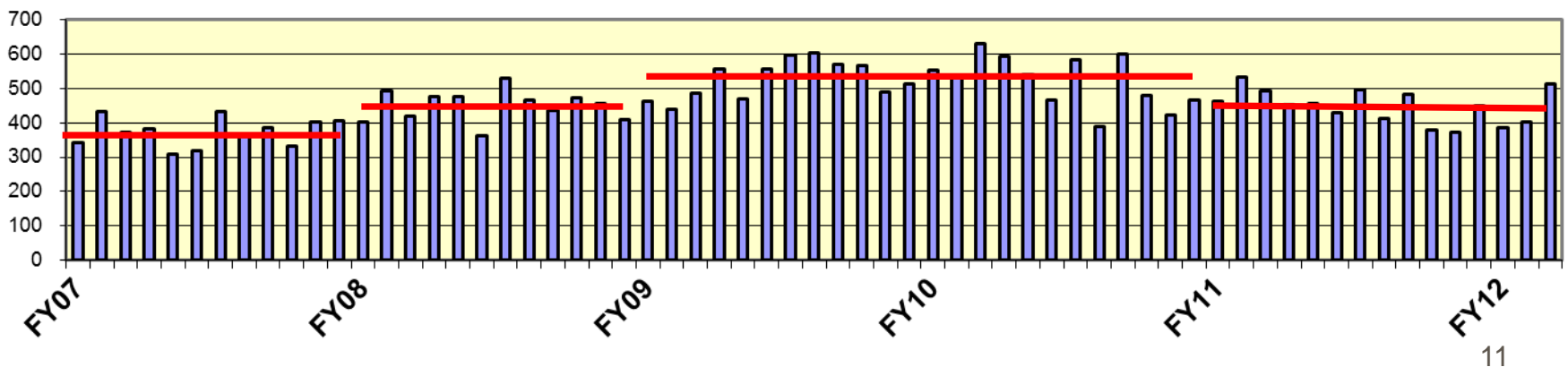


❖ Case Data

- ❖ CSP creates an electronic case file for callers who request assistance with basic needs from community or public resources.
- ❖ Information on the outcomes of these requests (i.e., whether and how they are filled) provides a snapshot of the community's capacity to meet its residents' needs.
- ❖ CSP does not collect public case data for state or federal programs. For example, while CSP provides information and referral for Food Stamps, we do not collect data on who enrolls.

Average Number of New Cases to CSP per Month

- ❖ The average number of new cases opened by CSP each month increased from 370 a month in FY07 to a high of 525 per month in FY09-10. After a period of variability, the rate of new case growth has returned to FY08 levels at about 450 per month.
- ❖ A “new” case in CSP is someone who is brand new to our system. CSP maintains electronic case records indefinitely to reference for repeat callers.



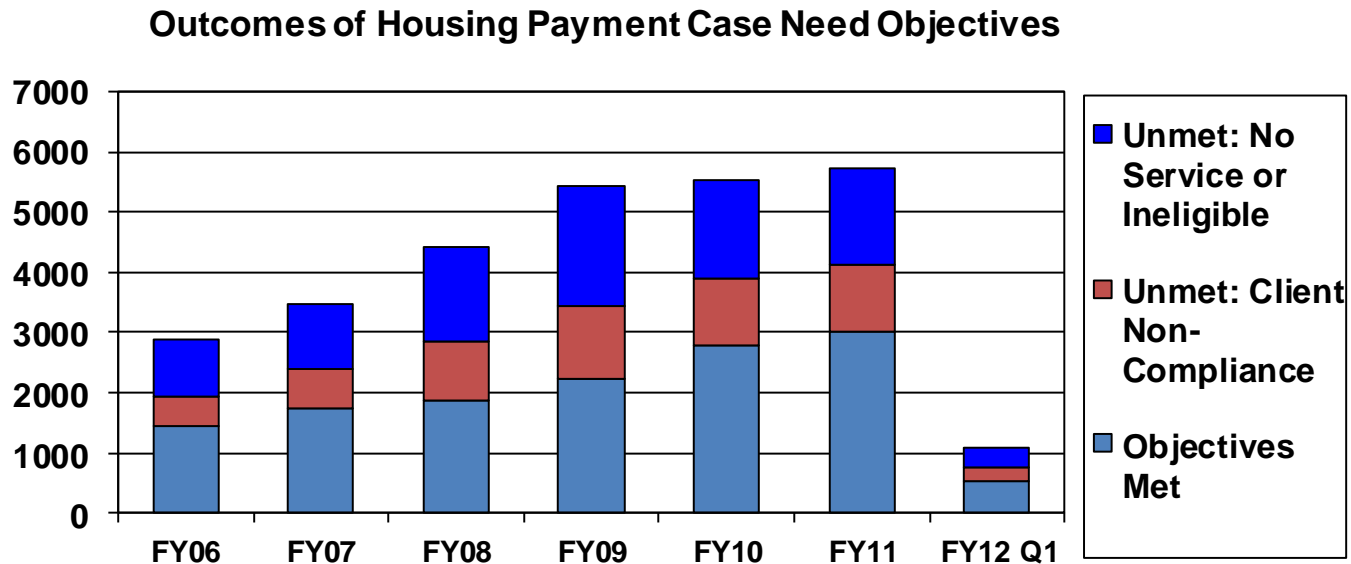
CSP Case Objective Outcomes



- ❖ Case objectives for basic needs can be met with CBO assistance, by creatively using the caller's personal resources, by public services, or by some combination of these. Of all objectives that are met, nearly three quarters are met with community-based resources.
- ❖ Case objectives may not be met if the client does not comply with the service plan, if CBO resources have been exhausted, or if the client is not eligible for services (e.g., for housing assistance, if their expenses exceed their income).
- ❖ Housing and utility payment assistance needs account for eight out of every ten unmet objectives.

Outcomes of Housing Payment Case Needs

- ❖ Housing Payment Assistance objectives consistently represent between a quarter and a third of all case needs. The community's ability to respond has struggled to keep pace with the level of need. New funds made available through the TANF-Emergency Assistance program in late FY10 helped many families with emergency rent assistance.



Impact of the Economy: Income Disparity in Fairfax County

- ❖ Income disparity has grown markedly in the past decade. In 1999, the mean income for the highest earning 20% of households was 8.8 times the mean of the lowest earning 20%¹. By 2006, the mean income of the highest 20% had increased to 10.5 times that of the lowest.²

Mean Household Income: Comparison of 1999 and 2006 Incomes (in 2006 Dollars)			
20% Intervals	1999	2006	% change
Lowest Quintile	\$ 30,959	27,483	-11.2%
Second Quintile	\$ 66,280	64,426	-2.8%
Third Quintile	\$ 97,947	99,710	1.8%
Fourth Quintile	\$ 140,082	145,422	3.8%
Highest Quintile	\$ 272,456	289,024	6.1%

Sources: 1999 data: Analysis of U.S. Census Bureau, 2000 PUMS 5% sample; 2006 data: U.S. Census Bureau, 2006 American Community Survey; CPI Inflation Calculator: Bureau of Labor Statistics, U.S. Department of Labor.

Other Areas to Explore....



- ❖ Economic stress has a dual impact on the community's capacity to meet residents' needs, as CBOs typically experience a decline in donations during economic downturns. CSP coordinators report that many CBOs are exhausting their assistance budgets early in the month.
- ❖ A survey of basic needs providers conducted in early 2009 showed that demand has increased for both food and financial assistance. While community contributions over the holiday season also increased, many providers were unable to fully meet the increased demand.